

USPS Report on PRC Rate and Service Inquiries for October 2016

The Postal Regulatory Commission referred 27 inquiries to the Postal Service in October 2016. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 12 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 15 – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Post Offices Open Christmas Eve, New Year's Eve

Many Will Close Early Dec. 24, Collection Box Mail May Be Collected Earlier Both Days

Post Offices nationwide will be open Christmas Eve, Saturday, Dec. 24, but many will shorten retail lobby hours and close at noon. Post Offices will be open regular hours on New Year's Eve. Mail delivery will be unaffected. Revised hours will be posted at each Post Office, and commercial customers are asked to check with their business mail entry units for specific information about holiday hours of operation. Blue collection boxes having final collection times before 12 p.m. will not be affected. However, boxes with final collection times scheduled after 12 p.m. may be picked up early. Therefore, mail should be deposited into these mailboxes by 12 p.m. for early pickup on Dec. 24 and Dec. 31.

Customers requiring postal services later on Christmas Eve are encouraged to contact their local Post Office. Customers also may call 1.800.ASK.USPS for additional information. Areas where Post Offices may have different hours from this schedule will communicate information specific to their locations. Because Christmas Day and New Year's Day fall on Sunday this year, Post Offices will be closed on Monday, Dec. 26 and Monday, Jan. 2, the observed federal holidays. Only Priority Mail Express will be delivered on the actual holidays as well as the observed holidays. All Post Offices will be open and regular mail delivery will resume Dec. 27 and Jan. 3. Additional Postal Service holiday information can be found at usps.com/holidaynews. The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

2016 Holiday Shipping Cut Off Dates Calculated for December 25, 2016

Domestic Mail Class/Product	Date
First-Class Mail® Service	Dec. 20
Priority Mail® Service	Dec. 21
Priority Mail Express® Service	Dec. 23
USPS Retail Ground™	Dec. 15

Priority Mail Express postage refund eligibility is adjusted for shipments mailed Dec. 22-25.